

January 2, 2021

TO: All Colonial Forest owners  
FROM: Colonial Forest Board of Directors  
RE: Targa Payment Portal Decision

Anonymous people have been writing and distributing a letter with erroneous facts. It claims to represent all residents of Colonial Forest Condominiums. The Board is well aware of the people behind the letter. Some residents contacted the Board to express their displeasure at being represented without consent.

To be clear, the Board had nothing to do with the decision to change to the Caliber Portal. It was a Targa Corporate business decision for all their rental and condominium properties, not just Colonial Forest. The Portal decision, implementation and communication have all been solely handled by Targa, not the Board. The Board knows nothing more than what was communicated to all owners from Targa.

The Colonial Forest Board of Directors did NOT meet with Targa to discuss the creation of the portal, or decide to terminate all Electronic Transfer Funds, or vote to no longer allow residents to pay via check, draft, etc., or vote to authorize Targa to collect dues via the Caliber Portal. The Board voted on nothing. The Board found out about the Portal just like all other homeowners—via the letter from Targa dated November 5, 2020.

Another letter was mailed to all homeowners from Targa on December 24, 2020. Due to slow mail delivery over the Christmas holiday, some residents received their letter yesterday (12/31/20), but some did not. The letter explains that dues were increased by \$2.00 in 2021. Due to the COVID pandemic, there can be no annual meeting in 2021. The \$2.00 increase was part of the original 2020 budget approved by the CFBOD in November 2019 but was implemented as \$2.00 less by Targa in 2020.

At this time the CFBOD will not consider changing management companies. If Colonial Forest were to change management companies, there could be a cost difference which would result in increased monthly dues, and there is always the risk that a different company would implement the same method of payment. Targa's fees have been extremely reasonable for many years. Competitors will most likely be more expensive, and potentially offer worse service, or more likely both.

Initially there was a monthly transaction fee of \$1.95 per individual associated with Portal payments. In December, the Association Treasurer inquired and found out that if the Association paid everyone's fee up front, then Caliber would reduce the fee from \$1.95 to \$1.00. Thus, the Association will pay the monthly transaction fee for all individuals. The total cost of paying the \$1.00 fee up front is commensurate with the cost of printing and mailing monthly coupon books. There is still a fee associated with individuals paying via debit or credit card.

**Please note:** Payments are due via the Portal for the January 2021 payment. If residents do not have access to a computer or need help getting set up on the Portal, then Targa can assist. Please contact Jodie at 253-815-0393. Owners who refuse to pay dues will become delinquent and leave us with no choice but to perform legal collections just like all delinquencies in the past.